



PATENT
09EC037/78111

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10/8/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED

OCT 02 2003

Technology Center 2600

Applicants: Fischer et al.)
Title: Providing Customer Data to an)
Automatic Call Distribution System)
Agent)
Serial No.: 09/499,817)
Filed: 8 February 2000)
Examiner: Bing Q. Bui)
Art Unit: 2642)

I hereby certify that this paper is being
deposited with the United States Postal
Service as Express Mail in an envelope
addressed to: Mail Stop _____, Commissioner
for Patents, P.O. Box 1450, Alexandria, VA
22313-1450 on this date.

Douglas L. Jones
Date 25 September 2003
Express Mail Label No. EV327104421US

AMENDMENT AND REPLY TO OFFICE ACTION UNDER 37 CFR 1.111

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir or Madam:

This reply is submitted to the Office Action dated 6 June 2003. This reply hereby
authorizes the charge of any deficiency in fees in connection with the captioned application to
Deposit Account 03-2470.

10/01/2003 SSITHIB1 00000107 09499817

02 FC:1201 84.00 DA
03 FC:1202 18.00 DA